# VII. LOCAL NUMBER PORTABILITY (LNP)

| **91. Measurement:** | |
|---|---|
| Percentage of LNP Only Due Dates within Industry Guidelines | |
| **Definition:** | |
| Percentage of LNP Due Date interval that meets the industry standard established by the North American Numbering Council (NANC). | |
| **Exclusions:** | |
| • CLEC or Customer caused or requested delays.<br>• NPAC caused delays unless caused by SWBT. | |
| **Business Rules:** | |
| Industry guidelines for due dates for LNP are as follows:<br>• For Offices in which NXXs are previously opened – 3 Business Days.<br>• New NXX – 5 Business days on LNP capable NXX.<br>The above-noted due dates are from the date of the FOC receipt.<br><br>For partial LNP conversions that require restructuring of customer account:<br>• 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.<br>• >30 TNs, including entire NXX: The due dates are negotiated. | |
| **Levels of Disaggregation:** | |
| NXXs previously opened and NXX new ( 1-30 TNs and greater than 30 TNs) | |
| **Calculation:** | **Report Structure:** |
| (Count of LNP TNs implemented within Industry guidelines ÷ total number of LNP TNs ) *100 | Reported by CLEC and all CLECs. |
| **Measurement Type:** | |
| Tier 1 – None<br>Tier 2 – None | |
| **Benchmark:** | |
| 96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here. Critical z-value does not apply. | |

| **92. Measurement:** | |
|---|---|
| Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer | |
| **Definition:** | |
| Percentage of time the old service provider releases subscription(s) to NPAC within the first (T1) or the second (T2) 9-hour timers. | |
| **Exclusions:** | |
| • Customer caused or requested delays.<br>• NPAC caused delays unless caused by SWBT.<br>• Cases where SWBT did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of SWBT's release request. In these cases, SWBT may have to re-work to release the TN so it can be ported to meet the due date. | |
| **Business Rules:** | |
| Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer. | |
| **Levels of Disaggregation:** | |
| None | |
| **Calculation:** | **Report Structure:** |
| (Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer ÷ total number of LNP TNs for which the subscription was released) *100 | Reported by CLEC and all CLECs. |
| **Measurement Type:** | |
| Tier 1 – None<br>Tier 2 – None | |
| **Benchmark:** | |
| 96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here. Critical z-value does not apply. | |

| **93. Measurement:** | |
|---|---|
| Percentage of Customer Account Restructured Prior to LNP Due Date | |
| **Definition:** | |
| Percentage of accounts restructured within the LNP order due date established in Measurement No. 91, and/or negotiated due date for orders that contain more than 30 TNs. | |
| **Exclusions:** | |
| None | |
| **Business Rules:** | |
| See Measurement No. 91 | |
| **Levels of Disaggregation:** | |
| None | |
| **Calculation:** | **Report Structure:** |
| (Number of LNP orders for which customer accounts were restructured prior to LNP due date) ÷ (total number of LNP orders that require customer accounts to be restructured) *100 | Reported by CLEC and all CLECs. |
| **Measurement Type** | |
| Tier 1 – Low<br>Tier 2 – None | |
| **Benchmark:** | |
| 96.5% Critical z-value applies. | |

| **96. Measurement:** | |
|---|---|
| Percentage Pre-mature Disconnects for CHC/FDT Stand alone LNP Telephone Numbers | |
| **Definition:** | |
| Percentage of Stand Alone LNP telephone numbers where SWBT disconnects the customer prior to the scheduled start time. | |
| **Exclusions:** | |
| • Stand alone LNP telephone numbers where the CLEC requests that the cut-over begin prior to the scheduled time.<br>• Change of the Due Date by the CLEC less than four business hours prior to the scheduled Date/Time<br>• Stand alone LNP telephone numbers where SWBT disconnects ≤ 10 minutes of the scheduled start time | |
| **Business Rules:** | |
| A premature disconnect occurs any time SWBT begins the cut-over more that 10 minutes prior to the scheduled start time. | |
| **Levels of Disaggregation:** | |
| None. | |
| **Calculation:** | **Report Structure:** |
| Count of prematurely disconnected Stand Alone LNP telephone numbers ÷ total Stand Alone LNP telephone numbers * 100 | Reported by CLEC and all CLECs |
| **Measurement Type:** | |
| Tier 1 – High<br>Tier 2 – High | |
| **Benchmark:** | |
| ≤ 2% premature disconnects. Critical z-value applies. | |

| **97. Measurement:** | |
|---|---|
| Percentage of Time SWBT Applies the 10-digit Trigger Prior to the LNP Order Due Date | |
| **Definition:** | |
| Percentage of time SWBT applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs prior to the due date. | |
| **Exclusions:** | |
| • Excludes Remote Call Forwarding in DMS 100s, DID in all offices and ISDN Data TNs."<br>• Excludes CLEC or Customer caused misses or delays | |
| **Business Rules:** | |
| Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible. | |
| **Levels of Disaggregation:** | |
| LNP only, and LNP with Loop. | |
| **Calculation:** | **Report Structure:** |
| (Count of LNP TNs for which 10-digit trigger was applied prior to due date ÷ total LNP TNs for which 10-digit triggers were applied) * 100. | Reported by CLEC and all CLECs. |
| **Measurement Type:** | |
| Tier 1 – High<br>Tier 2 – High | |
| **Benchmark:** | |
| 96.5% Critical z-value applies. | |

| **98. Measurement:** | |
|---|---|
| Percentage Stand Alone LNP I-Reports in 10 Days | |
| **Definition:** | |
| Percentage of Stand Alone LNP Orders that receive a LNP related customer trouble report within 10 calendar days of service order completion. | |
| **Exclusions:** | |
| • Excludes Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational | |
| **Business Rules:** | |
| The Start time is the date/time of completion of the service order. The End time is the date/time of receipt of trouble report. Count the number of Stand Alone LNP Orders that receive an LNP related trouble report within 10 calendar days of completion. | |
| **Levels of Disaggregation:** | |
| • Stand Alone LNP | |
| **Calculation:** | **Report Structure:** |
| (Count of Stand Alone LNP Orders that receive a customer trouble report within 10 calendar days of service order completion ÷ total Stand Alone LNP orders) * 100. | Reported by CLEC and all CLECs, and SWBT. |
| **Measurement Type:** | |
| Tier 1 – High<br>Tier 2 – High | |
| **Benchmark:** | |
| Parity with SWBT Retail POTS – No Field Work. | |

| **99. Measurement:** | |
|---|---|
| Average Delay Days for SWBT Missed Due Dates for Stand Alone LNP Orders | |
| **Definition:** | |
| Average calendar days from due date to completion date on company missed orders. | |
| **Exclusions:** | |
| • On time or early completions | |
| **Business Rules:** | |
| The clock starts on the due date and the clock ends on the completion date based on posted Stand Alone LNP orders. | |
| **Levels of Disaggregation:** | |
| LNP Only | |
| **Calculation:** | **Report Structure:** |
| Σ(Stand Alone LNP Completion Date–Stand Alone LNP Order due date) ÷ # total Stand Alone LNP Orders where there was a SWBT caused missed due date* 100 | Reported By CLEC and all CLECs and SWBT. |
| **Measurement Type:** | |
| Tier 1 – Medium<br>Tier 2 – Medium | |
| **Benchmark:** | |
| Parity with SWBT Retail POTS – No Field Work. | |

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| **101. Measurement:** | |
|---|---|
| Percent Out of Service < 60 minutes | |
| **Definition:** | |
| The Number of LNP related conversions where the time required to facilitate the activation of the port in SWBT's network is less than 60, expressed as a percentage of total number of activations that took place. | |
| **Exclusions:** | |
| • CLEC-caused errors.<br>• NPAC-caused errors unless caused by SWBT.<br>• Stand Alone LNP Orders with more than 500 number activations. | |
| **Business Rules:** | |
| The Start time is the receipt of the NPAC broadcast activation message in SWBT's LSMS. The End time is when the Provisioning event is successfully completed in SWBT's network as reflected in SWBT's LSMS. Count the number of activations that took place in less than 60 minutes. | |
| **Levels of Disaggregation:** | |
| • None | |
| **Calculation:** | **Report Structure:** |
| (Number of activations provisioned in less than 60minutes) ÷ (total LNP activations )* 100. | Reported by CLEC and all CLECs. |
| **Measurement Type:** | |
| Tier 1 – High<br>Tier 2 – High | |
| **Benchmark:** | |
| 96.5% Critical z-value does not apply. | |

# VIII. 911

| **102. Measurement** | |
|---|---|
| Average Time To Clear Errors | |
| **Definition:** | |
| The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that SWBT installs. | |
| **Exclusions:** | |
| None | |
| **Business Rules:** | |
| The clock starts upon the receipt of the error file and the clock stops when the error is corrected. | |
| **Levels of Disaggregation:** | |
| None | |
| **Calculation:** | **Report Structure:** |
| Σ(Date and time error detected – date and time error cleared) ÷ total number of errors | Reported for CLEC, all CLECs and SWBT. |
| **Measurement Type:** | |
| Tier 1 – Low<br>Tier 2 – None | |
| **Benchmark:** | |
| Parity | |

| **103. Measurement** | |
|---|---|
| Percent Accuracy for 911 Database Updates (Facility Based Providers) | |
| **Definition:** | |
| The percentage of 911 records that were updated by SWBT in error. | |
| **Exclusions:** | |
| CLEC caused errors. | |
| **Business Rules:** | |
| The data required to calculate this measurement will be provided by the CLEC based on the compare file. The CLEC will provide the number of records transmitted and the errors found. SWBT will verify the records determined to be in error to validate that the records were input by SWBT incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC. | |
| **Levels of Disaggregation:** | |
| None | |
| **Calculation:** | **Report Structure:** |
| (Number of SWBT caused update errors ÷ Total number of updates) * 100 | CLEC, All CLECs and SWBT. |
| **Measurement Type:** | |
| Tier 1 – Low<br>Tier 2 – None | |
| **Benchmark:** | |
| Parity | |

| **104. Measurement** | |
|---|---|
| Average Time Required to Update 911 Database (Facility Based Providers) | |
| **Definition:** | |
| The average time it takes to update the 911 database file. | |
| **Exclusions:** | |
| None | |
| **Business Rules:** | |
| The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete. | |
| **Levels of Disaggregation:** | |
| None | |
| **Calculation:** | **Report Structure:** |
| Σ(Date and time data processing begins – date and time data processing ends) ÷ total number of files | Reported for individual CLEC, all CLECs and SWBT. |
| **Measurement Type:** | |
| Tier 1 – Low<br>Tier 2 – None | |
| **Benchmark:** | |
| Parity | |

| **104.1 Measurement** | |
|---|---|
| The average time it takes to unlock the 911 record | |
| **Definition:** | |
| The average time it takes to unlock the 911 record to allow the record to be claimed by the CLEC. | |
| **Exclusions:** | |
| None | |
| **Business Rules:** | |
| The clock starts on the date of completion and the clock stops on the date/time when the 911 record is unlocked. | |
| **Levels of Disaggregation:** | |
| None | |
| **Calculation:** | **Report Structure:** |
| Sum (SOC Date - date 911 record is unlocked) | Reported for individual CLEC, and all CLECs and SWBT affiliates |
| **Measurement Type:** | |
| Tier 1 – None<br>Tier 2 – None | |
| **Benchmark:** | |
| Diagnostic | |

# IX. POLES, CONDUIT AND RIGHTS OF WAY

| **105. Measurement** | |
|---|---|
| Percentage of requests processed within 35 Days | |
| **Definition:** | |
| The percentage of requests for access to poles, conduits, and right-of-ways processed within 35 days. | |
| **Exclusions:** | |
| None | |
| **Business Rules:** | |
| The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways. | |
| **Levels of Disaggregation:** | |
| None | |
| **Calculation:** | **Report Structure:** |
| (count of number of requests processed within 35 days ÷ total number of requests) * 100 | Reported for individual CLEC and all CLECs, and SWB DSL affiliate. |
| **Measurement Type:** | |
| Tier 1 – Low<br>Tier 2 – None | |
| **Benchmark:** | |
| 90% within 35 days. Critical z-value does not apply. | |

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# X. COLLOCATION

| **107. Measurement** | |
|---|---|
| Percentage Missed Collocation Due Dates | |
| **Definition:** | |
| The percentage of SWBT caused missed due dates for collocation projects. | |
| **Exclusions:** | |
| None | |
| **Business Rules:** | |
| The clock starts when SWBT receives, in compliance with the approved tariff, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the CLEC receives notice in writing or other method agreed to by the parties that the collocation arrangement is complete and ready for CLEC occupancy. The CLEC will then have 5 business days to accept or not accept the collocation space. If the CLEC does not accept the collocation space because the space is not complete and ready for occupancy as specified, and notifies SWBT of such within 5 business days, the collocation will be considered not complete and the time frame required for the CLEC to reject the collocation space (up to 5 business days) and any additional time required for SWBT to complete the space per the specifications will be counted as part of the interval. Any time exceeding the 5 business days will not be counted as part of the interval. Due Date Extensions will be extended when mutually agreed to by SWBT and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:<br>• CLEC return to SWBT corrected and complete floor plan drawings.<br>• CLEC placement of required component(s).<br>If the business rules and tariff are inconsistent, the terms of the tariff will apply. | |
| **Levels of Disaggregation:** | |
| Physical<br>• Caged<br>• Shared Caged<br>• Caged Common<br>• Cageless<br>• Adjacent On-site<br>• Adjacent Off-site<br>• Augments to Physical Collocation<br>• Virtual<br>• Augments to Virtual. | |
| **Calculation:** | **Report Structure:** |

| | |
|---|---|
| (count of number of SWBT caused missed due dates for collocation facilities ÷ total number of collocation projects) * 100 | Reported for individual CLEC and all CLECs and SWB affiliate |
| **Measurement Type:** | |
| Tier 1 – High<br>Tier 2 – High | |
| **Benchmark:** | |
| 95% within the due date. Damages and Assessments will be calculated based on the number of days late. Critical z-value does not apply. | |

| **108. Measurement** | |
|---|---|
| Average Delay Days for SWBT Missed Due Dates | |
| **Definition:** | |
| The average delay days caused by SWBT to complete collocation facilities. | |
| **Exclusions:** | |
| None | |
| **Business Rules:** | |
| See Measurement No. 107 | |
| **Levels of Disaggregation:** | |
| Physical,<br>• Caged<br>• Shared Caged<br>• Caged Common<br>• Cageless<br>• Adjacent On-site<br>• Adjacent Off-site<br>• Augments to Physical Collocation Virtual<br>• Augments to Virtual. | |
| **Calculation:** | **Report Structure:** |
| Σ(Date collocation work completed – collocation due date ) ÷ total number of SWBT caused missed collocation projects | Reported for individual CLEC and all CLECs and SWB affiliate as appropriate. |
| **Measurement Type:** | |
| Tier 1 – Low<br>Tier 2 – None | |
| **Benchmark:** | |
| 10% of the tariffed intervals. The average delay days is compared to the weighted average of the different tarriffed intervals within the levels of disaggregation. Critical z-value does not apply. | |

| **109. Measurement** | |
|---|---|
| Percent of Requests Processed Within the Tariffed Timelines | |
| **Definition:** | |
| The percent of requests for collocation facilities processed within the Tariffed timelines, or no space available notification. | |
| **Exclusions:** | |
| Excludes Weekends & Holidays. | |
| **Business Rules:** | |
| The clock starts when SWBT (ICSC) receives the application. The clock stops when SWBT responds back to the application request with a quote, or no space available notification. | |
| **Levels of Disaggregation:** | |
| Physical,<br>• Caged<br>• Shared Caged<br>• Caged Common<br>• Cageless<br>• Adjacent On-site<br>• Adjacent Off-site<br>• Augments to Physical Collocation<br>• Virtual<br>• Augments to Virtual.<br>. | |
| **Calculation:** | **Report Structure:** |
| (count of number of requests processed within the tariff timeline ÷ total number of requests) * 100 | Reported for individual CLEC and all CLECs, or SWB affiliate as appropriate. |
| **Measurement Type:** | |
| Tier 1 – Low<br>Tier 2 – None | |
| **Benchmark:** | |
| 90% within the tariff timeline. Critical z-value does not apply. | |

# XI. DIRECTORY ASSISTANCE DATABASE

| **110. Measurement** | |
|---|---|
| Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs | |
| **Definition:** | |
| The percentage of DA database updates completed within 72 hours of receipt of the update from the CLEC for directory change only and within 72 hours of the completion date on the provisioning service order where a provisioning order is required. | |
| **Exclusions:** | |
| Excludes Weekends and Holidays. | |
| **Business Rules:** | |
| The date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For directory changes that also have a provisioning order, the clock starts when the provisioning order completes and ends when the listing is updated. The update clerks work hours are 6:30 a.m. to 3:00 p.m. Monday through Friday. On requests received after 3:00 p.m. the clock will start at 6:30 a.m. the following day. | |
| **Levels of Disaggregation:** | |
| 95% within 72 hours<br>95% within (X) hours (Diagnostic)<br>90% within (X) hours (Diagnostic) | |
| **Calculation:** | **Report Structure:** |
| (Count of updates completed within 72 hours ÷ total updates) * 100 | Reported by CLEC and all CLECs for facility based providers. |
| **Measurement Type:** | |
| Tier 1 – Low<br>Tier 2 – None | |
| **Benchmark:** | |
| 95% updated within 72 hours. Critical z-value does not apply.<br>Diagnostic – 95% within (X) Hours<br>Diagnostic – 90% within (X) Hours | |

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| **112. Measurement** | |
|---|---|
| Percentage DA Database Accuracy For Manual Updates | |
| **Definition:** | |
| The percentage of DA records that were updated by SWBT in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. SWBT will verify the records determined to be in error to validate that the records were input by SWBT incorrectly. | |
| **Exclusions:** | |
| None | |
| **Business Rules:** | |
| See Measurement No. 110 | |
| **Levels of Disaggregation:** | |
| None | |
| **Calculation:** | **Report Structure:** |
| (Number of SWBT caused update errors ÷ Total number of updates) *100 | Reported by CLEC and all CLECs for facility based providers. |
| **Measurement Type:** | |
| Tier 1 – Low<br>Tier 2 – None | |
| **Benchmark:** | |
| 97% Critical z-value does not apply. | |

| **113. Measurement** | |
|---|---|
| Percentage of Electronic Updates that Flow Through the DSR process Without Manual Intervention | |
| **Definition:** | |
| Percentage of DSRs from entry to distribution that progress through SWBT ordering systems to ALPS/LIRA. | |
| **Exclusions:** | |
| Rejected DSRs due to CLEC error. | |
| **Business Rules:** | |
| The number of DSRs, that flow through SWBT's ordering systems and are passed to ALPS/LIRA without manual intervention, divided by the total number of DSRs issued within the reporting period. | |
| **Levels of Disaggregation:** | |
| None | |
| **Calculation:** | **Report Structure:** |
| (Number of DSRs that flow through to ALPS/LIRA ÷ Total DSRs ) * 100 | CLEC and All CLECs. |
| **Measurement Type:** | |
| Tier 1 – Low<br>Tier 2 – None | |
| **Benchmark:** | |
| 97% Critical z-value applies. | |

# XII. COORDINATED CONVERSIONS

| **114. Measurement** | |
|---|---|
| Percentage of Premature Disconnects for CHC/FDT LNP with Loop Lines. | |
| **Definition:** | |
| Percentage of CHC/FDT LNP with Loop Lines where SWBT disconnects the customer (e.g. switch translations and/or the cross connect is removed) prior to the scheduled start time. | |
| **Exclusions:** | |
| • CHC/FDT LNP with Loop Lines where the CLEC requests that the cut-over begin prior to the scheduled time.<br>• Change of the Due Date by the CLEC less than four business hours prior to the scheduled Date/Time | |
| **Business Rules:** | |
| A premature disconnect occurs any time SWBT begins the cut-over more than 10 minutes prior to the scheduled start time. | |
| **Levels of Disaggregation:** | |
| • Coordinated Hot Cuts (CHC) – LNP with Loop<br>• Frame Due Time (FDT) – LNP with Loop | |
| **Calculation:** | **Report Structure:** |
| (Count of prematurely disconnected CHC/FDT LNP with Loop Lines ÷ total CHC/FDT LNP with Loop Lines) * 100 | Reported by CLEC and all CLECs. |
| **Measurement Type:** | |
| Tier 1 – None<br>Tier 2 – None | |
| **Benchmark:** | |
| .See PM 115.2 | |

| **114.1 Measurement** |
|---|
| CHC/FDT LNP with Loop Provisioning Interval. |
| **Definition:** |
| The % of CHC/FDT LNP with Loop Lines completed by SWBT within the established provisioning intervalsof 60 minutes (1 – 10 lines) and 120 minutes (11 – 24 lines). |
| **Exclusions:** |
| • CHC/FDT LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date).<br>• CLEC caused delays (e.g., no dial tone from CLEC: CLEC translations) that do not allow SWBT the opportunity to complete CHC/FDT LNP with Loop within the designated interval.<br>• IDLC (pair gain systems) identified on or before the due date. (Thirty calendar days after the filing of the IDLC Report as required in the Business Rule, the IDLC exclusion shall be considered deleted.) |
| **Business Rules:** |
| The start time is at the direction of the CLEC and based on a negotiated and scheduled time for coordinated hot cut orders (CHC) and on the frame due time for frame due time (FDT). For CHC orders, the clock starts when the CLEC calls the SWBT LOC to start the conversion, and ends when the SWBT technician completes the cross connect to the CLEC facilities and has called the CLEC to notify that the cut-over has been completed. For FDT orders, the clock starts at the frame due time and ends when the SWBT technician completes the cross connect to the CLEC facilities. This measurement only includes Coordinated Hot Cuts and Frame Due Time with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with the CLEC at the time of conversion.<br><br>On or before June 30, 2001, SWBT and the CLECs shall file with the Commission a report regarding the collaborative efforts to define, test, and implement a process to handle conversions when IDLC situations occur (the IDLC Report); |
| **Levels of Disaggregation:** |